GRIEVANCE AND RESOLUTION POLICY

APPROVAL OF GRIEVANCE AND RESOLUTION POLICY

Principal:  
College Board Chair:  

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INDEX

VISION STATEMENT ................................................................. 3
OUR MISSION ........................................................................ 3
RATIONALE ............................................................................. 3
COMMUNICATION .................................................................... 4
MONITOR AND REVIEW ........................................................... 4
SUPPORTING DOCUMENTS ....................................................... 4
APPENDIX A: PROCEDURE FOR RESOLVING STUDENT GRIEVANCE IN JUNIOR SCHOOL ....... 5
APPENDIX B: PROCEDURE FOR RESOLVING STUDENT GRIEVANCE IN MIDDLE AND SENIOR SCHOOL ......................................................................................................................... 6
VISION STATEMENT

We nurture in our endeavours God’s gifts of holy friendship, a passion for learning and celebration of personal excellence.

‘Be compassionate as your Father is compassionate. Do not judge and you will not be judged yourselves; do not condemn and you will not be condemned yourselves; grant pardon, and you will be pardoned. Give and there will be gifts for you.’ Luke 6:36-38

OUR MISSION

St Francis de Sales College is a learning community that works together to build an environment in which faith is nurtured in a Catholic Christian tradition. It does this by recognising individuals’ skills and talents while appreciating and accepting their uniqueness.

The College is committed to promoting community and personal fulfilment through life enhancing relationships.

St Francis de Sales, as patron, symbolised the high hopes that are held for every St Francis de Sales student so that, inspired and guided by his example, each child may:

- promote a culture of life through courage in responding to the challenges that life brings
- foster the engagement of faith and reason
- develop a love of learning and independent thinking
- value and respect individuals, irrespective of position, wealth, racial origin or religious beliefs
- become a socially responsible contributor in the community and to society
- acquire virtue and wisdom and respond generously to others throughout life.

RATIONALE

Whilst every effort is made to resolve complaints in a timely manner and with the people concerned, we recognise that sometimes students and/or parents may be dissatisfied with the outcome and may wish to take further steps to achieve a satisfactory resolution. A culture of listening and acknowledging differing opinions is achieved by clear processes that enhance communication, provide direction and are understood and supported by all members of the community.

The principles underpinning this policy are that:

- people are entitled to raise complaints
- all efforts are made to resolve complaints at the school level
- natural justice requires that both/all parties have the opportunity to present their case and ‘be heard’
- the process acknowledges and value different perspectives
- appropriate confidentiality is respected by all parties
- the spirit of cooperative community is fostered in a commitment to the development of a positive, safe and caring Christian environment
- processes are guided by compassion in seeking reconciliation
- all complaints are resolved in a non threatening, respectful manner and in a safe environment.

This procedure is in place at St Francis de Sales College to provide a clear framework or process for students and parents to follow in the event that a complaint has not been resolved by following other relevant policies and procedures such as the Anti Harassment Policy.
This procedure is designed to cover instances where, for example:

- a student/parent has made a complaint about another party in relation to teaching and learning i.e. reporting, curriculum outcomes, etc.
- a student/parent has made a complaint about another party in relation to pastoral care, i.e. the implementation of the Personal Responsibility Policy
- a student/parent has made a complaint about another party in relation to Occupational Health, Safety and Welfare.

**COMMUNICATION**

Where student concerns are of a relatively minor nature and involve, for example, friendship issues between students, we undertake to assist students to resolve concerns in a spirit of mutual cooperation and restorative justice. In these circumstances contact with parents is often not required.

When student concerns are raised that are ongoing or cannot be resolved with normal mediatory practices with the assistance of the class teacher, we will make contact with parents as appropriate.

We are committed to the most expedient resolution of concerns and will maintain timely and appropriate communication with parents throughout the grievance resolution process within the constraints of the busyness of school activities and commitments.

**MONITOR AND REVIEW**

This document will be reviewed within three years of the date of issue. Changes in legislation or Catholic Church Policy may necessitate earlier review and subsequent amendment or re-issue.

**SUPPORTING DOCUMENTS**

- Anti Harassment Policy
- Personal Responsibility Policy
- ICT Policy for Personal Learning and Acceptable Use
- Cyber Safety Policy
APPENDIX A: PROCEDURE FOR RESOLVING STUDENT GRIEVANCE IN JUNIOR SCHOOL

Student has a grievance with another party that has not been resolved by the class teacher.

Tell the Head of Junior School/Counsellor.

Resolution of grievance

If grievance is not resolved

Tell the Deputy Principal

Resolution of grievance

If grievance is not resolved

Grievance is made in writing to the Principal. An investigation is undertaken with regard to due process.

Investigation findings with recommendations provided to all parties. A formal meeting to be facilitated by the Principal.

Resolution of grievance

If grievance is not resolved

Establish external mediation with consent from all parties.

Resolution of grievance

If grievance is not resolved

Advise complainant of option to contact the Catholic Education Office.
APPENDIX B: PROCEDURE FOR RESOLVING STUDENT GRIEVANCE IN MIDDLE AND SENIOR SCHOOL

Student has a grievance with another party that has not been resolved in consultation with Homeroom or subject teacher.

Contact the relevant Head of Middle or Senior School.

If grievance is not resolved

Grievance is discussed with the Deputy Principal.

If grievance is not resolved

Grievance is made in writing to the Principal. An investigation is undertaken with regard to due process.

Investigation findings with recommendations provided to all parties. A formal meeting to be facilitated by the Principal.

If grievance is not resolved

Establish external mediation with consent from all parties.

If grievance is not resolved

Advise complainant of option to contact the Catholic Education Office.